

TANGIBLE RESULT #8

Be a Good Neighbor



As the owner of statewide transportation facilities, MDOT must work to find solutions that work for customers and are sensitive to our neighbors.

RESULT DRIVER:

Simon Taylor

Maryland Aviation Administration (MAA)

TANGIBLE RESULT DRIVER:

Simon Taylor
Maryland Aviation Administration

PERFORMANCE MEASURE DRIVER:

Anthony Crawford
State Highway Administration (SHA)

PURPOSE OF MEASURE:

To ensure that MDOT maintains attractive and clean facilities with amenities that benefit neighbors.

FREQUENCY:

Annually (April)

DATA COLLECTION METHODOLOGY:

This will be assessed through an internal assessment and satisfaction survey developed by staff with neighbor input including cleanliness, appearance, operations, access, and safety at MDOT facilities.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.1

Percent of MDOT Facilities that Meet or Exceed Our Neighbor's Expectations

Attractive, efficient, and safe operations of MDOT facilities directly affect the surrounding neighbors and communities. MDOT values the relationships with neighbors and is committed to ensure the Department meets or exceeds their expectations. MDOT will engage neighbors through a survey and outreach to better understand the impact that its facilities have on communities and how the Department can be a better neighbor.

The Neighbor Satisfaction Surveys of 40 primary MDOT operating facilities were completed in the Spring of 2017. The surveys were conducted statewide using mailings, social media, and in-person visits focusing on the overall appearance and operations through the eyes of neighbors. The results reveal that 77 percent of survey respondents believe the facility appearance meets or exceeds their expectations, while 82 percent believe the operations at the facility meets or exceeds their expectations. Areas in need of improvement include grounds maintenance, noise, and traffic operations.

The facility assessments and survey results are used to develop improvement plans for each facility and ensure MDOT is committed to address our neighbors' concerns and continue to be good neighbors.

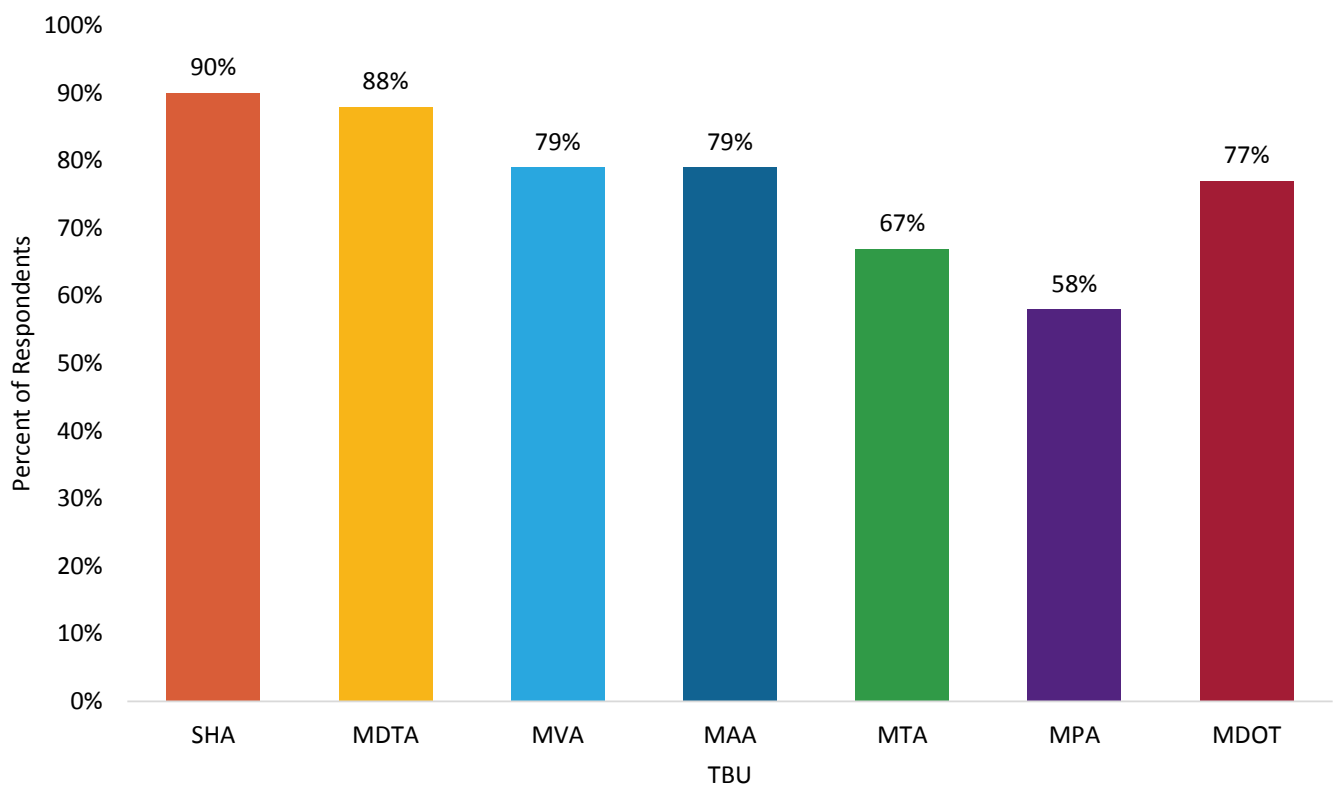
In addition to the improvement plans, the TBUs are implementing strategies to establish relationships and engage surrounding communities. Examples include:

- Facility Improvement Plans
- Increase Community Outreach and Engagement by:
 - Hosting Open House Events
 - Attending Community Association Meetings
- Program to Track and Address Neighbor Concerns

PERFORMANCE MEASURE 8.1

Percent of MDOT Facilities that Meet or Exceed Our Neighbor's Expectations

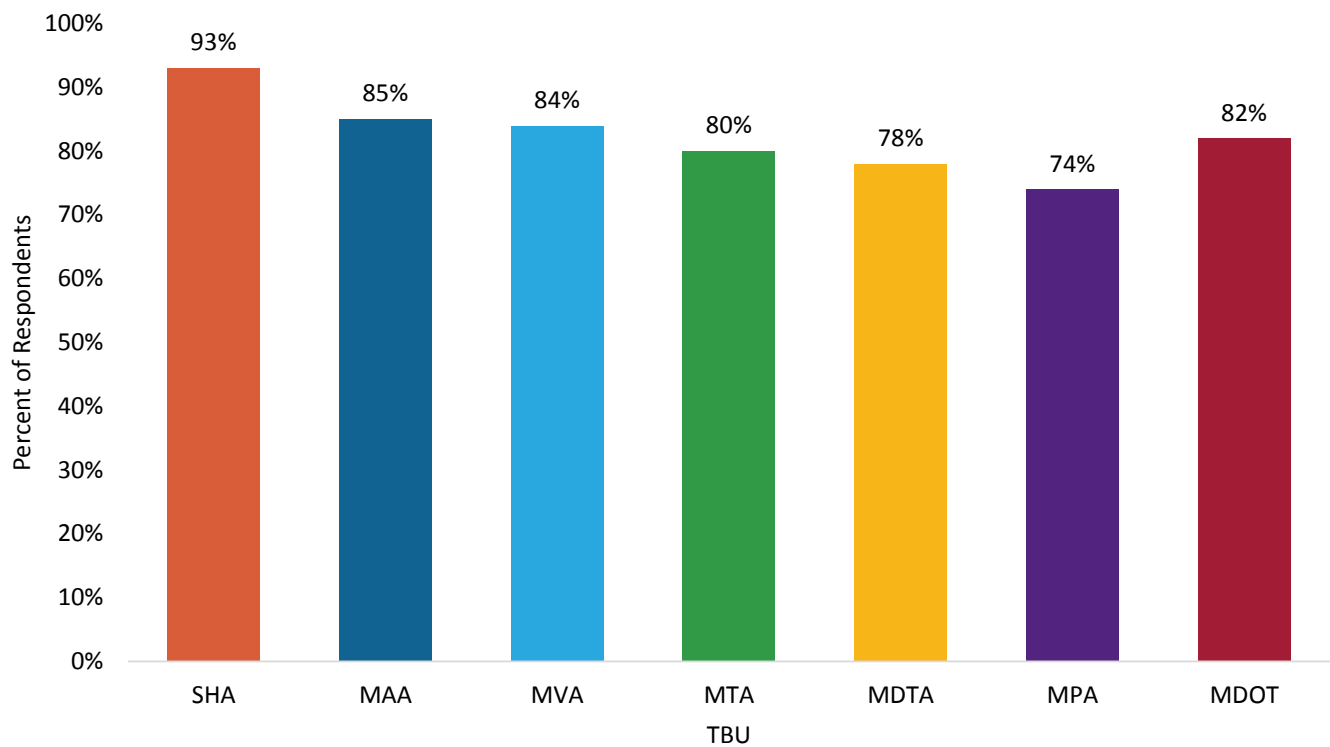
Chart 8.1.1: Percent of Surveyed Neighbors Who Say MDOT Facilities Meet or Exceed Expectations CY2017



PERFORMANCE MEASURE 8.1

Percent of MDOT Facilities that Meet or Exceed Our Neighbor's Expectations

Chart 8.1.2: Percent of Surveyed Neighbors Who Say MDOT Operations Meet or Exceed Expectations CY2017



TANGIBLE RESULT DRIVER:

Simon Taylor
Maryland Aviation Administration
(MAA)

PERFORMANCE MEASURE DRIVER:

Priya Iyer
Maryland Transit Administration (MTA)

Terri Whitehead
Maryland Vehicle Administration
(MVA)

PURPOSE OF MEASURE:

To assess the percent of facilities that meet or exceed ADA accessibility mandates and to ensure everyone access to facilities.

FREQUENCY:

Annually (in April)

DATA COLLECTION METHODOLOGY:

Data on the number of owned and occupied facilities along with the number of facilities that are Americans with Disabilities Act (ADA) compliant are tallied and reported by each business unit on an annual basis.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.2

Percent of MDOT Facilities that are ADA Compliant

Compiling and charting data for seven TBUs on the percent of their administrative buildings that are owned and occupied daily that meet or exceed ADA mandates is essential to MDOT's customers and more importantly to MDOT's neighbors to ensure everyone can visit MDOT facilities. Data collected will help to inform each TBU across MDOT on how and where to focus their resources to meet ADA compliance and make administrative buildings more accommodating to all customers and neighbors who visit our buildings.

Percent of owned and occupied TBU administrative buildings that are ADA compliant:

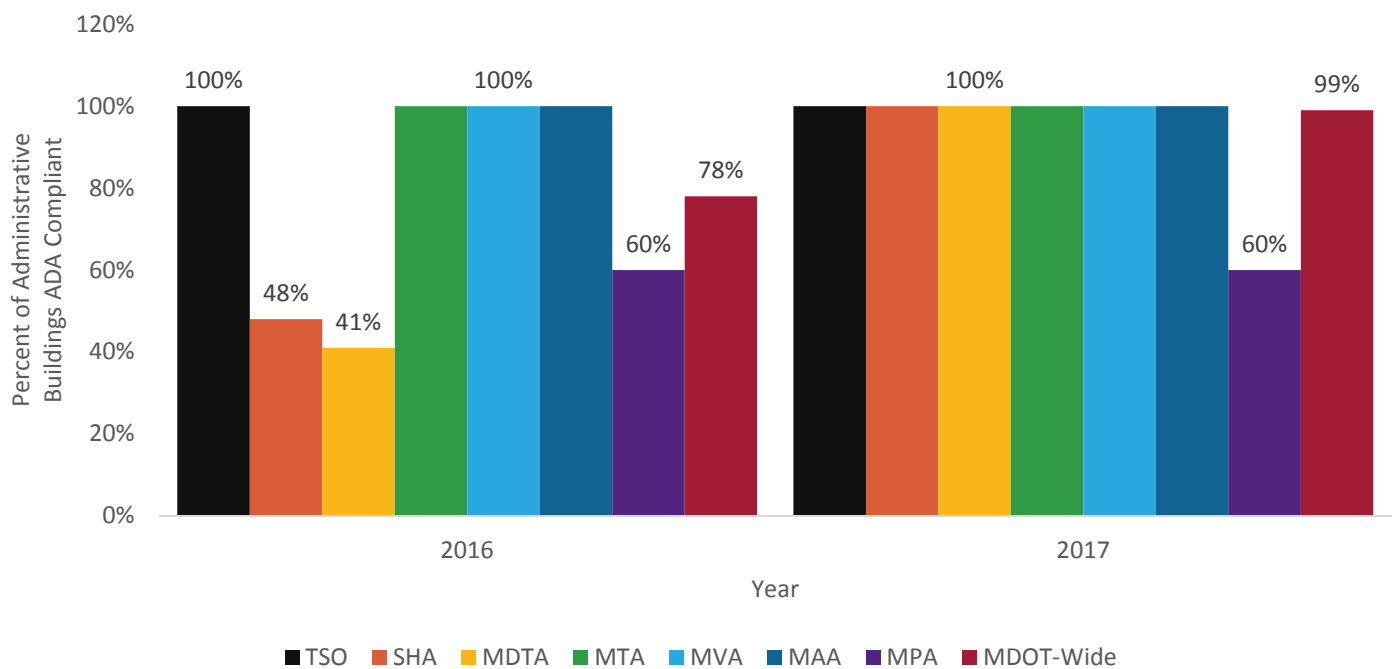
1. TSO - 01 owned and occupied; 01 compliant = (100 percent)
2. SHA - 33 owned and occupied; 33 compliant = (100 percent)
3. MDTA - 12 owned and occupied; 12 compliant = (100 percent)
4. MTA - 16 owned and occupied; 16 compliant = (100 percent)
5. MVA - 33 owned and occupied; 33 compliant = (100 percent)
6. MAA - 61 owned and occupied; 61 compliant = (100 percent)
7. MPA - 05 owned and occupied; 03 compliant = (60 percent)
8. MDOT WIDE – 161 owned and occupied; 159 compliant = (99 percent)

MDOT owned properties include several different elements that meet or exceed the ADA requirements. The report is related to administrative buildings only that are owned and occupied daily.

PERFORMANCE MEASURE 8.2

Percent of MDOT Facilities that are ADA Compliant

Chart 8.2.1: Percent of Administrative Buildings that are ADA Compliant by TBU CY2016-CY2017



TANGIBLE RESULT DRIVER:

Simon Taylor
Maryland Aviation Administration

PERFORMANCE MEASURE DRIVER:

Jill Lemke
Maryland Port Administration (MPA)

PURPOSE OF MEASURE:

Understand how many property damage claims are being made by neighbors against MDOT TBU's and customer satisfaction with the claim process.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Maryland Treasurer's Office records on State department property damage claims.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.3A AND B

Number of Property Damage Claims and Percent of Customers Satisfied with How Their Property Claim was Handled

Measuring the number of property damage claims by neighbors adjacent to MDOT facilities informs each TBU where extra awareness can keep claims from occurring.

In March 2017, this measure was added to TR 8. After requesting information on claims submitted by neighbors from the Treasurer's office and then each TBU, the data showed there were few instances of property damage being filed by neighbors. The vast majority of claims were "slip and falls" or a special circumstance such as a mailbox being knocked over by a snow plow in western Maryland.

The initial performance measure did not include claims like rocks hitting windshields while a road is being milled prior to paving. In mid-June, a decision was made to expand the measure to all property damage claims, which will include but is not limited to rocks in windshields, side swipes on parked (or moving vehicles) by TBU vehicles, and possible water contamination issues from salting the roads in the winter.

This baseline data will be shared in October along with the strategies on ways to make property claims from neighbors in a more satisfactory way, regardless of the outcome to the neighbor and/or TBU.

TANGIBLE RESULT DRIVER:

Simon Taylor
Maryland Aviation Administration

PERFORMANCE MEASURE DRIVER:

David Seman
The Secretary's Office (TSO)

PURPOSE OF MEASURE:

Tracking instances of traffic violations will enable MDOT to better assess its impact on communities and contribute to improved public safety.

FREQUENCY:

Quarterly

DATA COLLECTION METHODOLOGY:

Traffic violation data provided by individual TBU fleet managers.

NATIONAL BENCHMARK:

N/A

PERFORMANCE MEASURE 8.4

Number of Traffic Violations While Driving a State Vehicle

Tracking vehicle citations by TBU will give MDOT the ability to strengthen driver education training and direct corrective action. This will show that MDOT employees care about public safety by reducing instances of violations. MDOT's mission is to ensure safe and dependable modes of transportation to the community and lead by example.

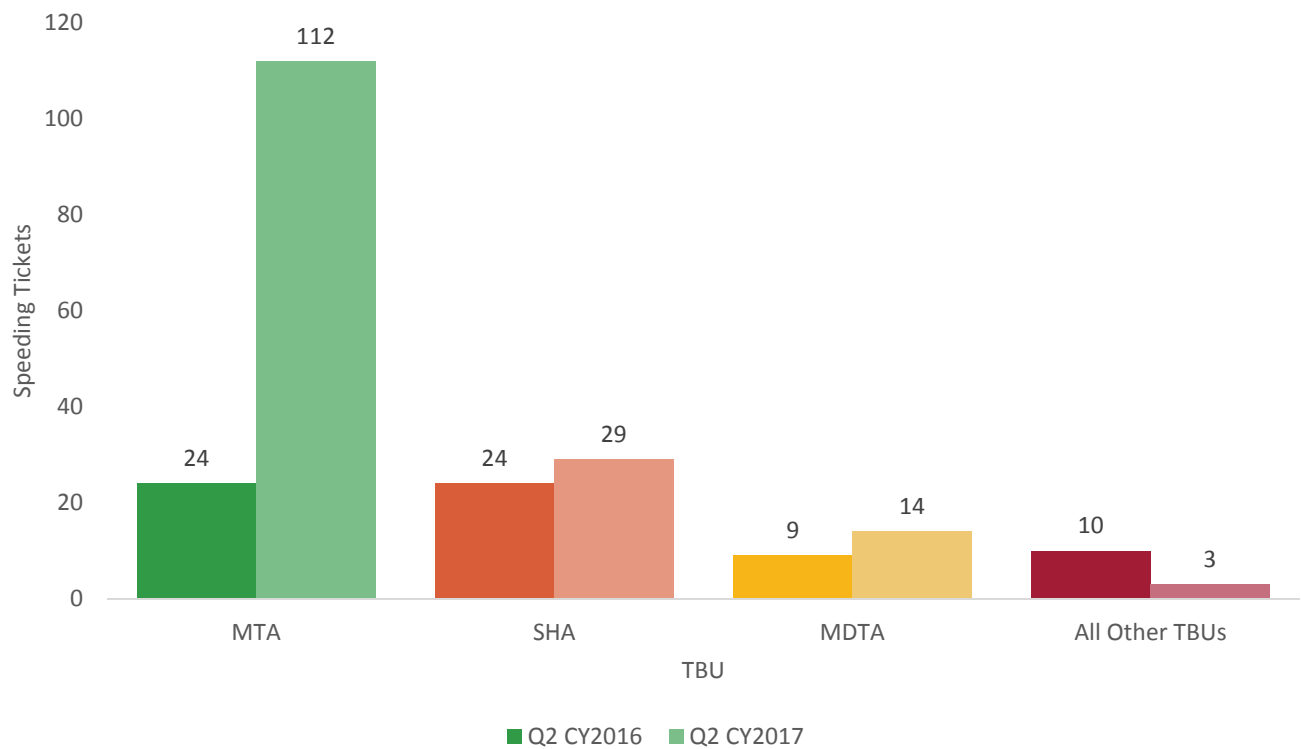
Although data collection for this measure continues to improve, the initial analysis of available data shows that MTA and SHA, TBUs with the largest vehicle fleets in MDOT, account for the majority of all traffic violations, including speeding and red light running. MDOT also collects data on parking and other violations and will report findings after they have been verified for accuracy.

To improve MDOT's understanding of traffic violation patterns and trends, TBUs will work toward a more standardized collection and reporting method. More accurate reporting will help MDOT to limit risk, ensure safe performance of MDOT's fleet vehicles, and keep the public and MDOT employees safe during daily operations.

PERFORMANCE MEASURE 8.4

Number of Traffic Violations While Driving a State Vehicle

Chart 8.4.1: Speeding Tickets by TBU Q2 CY2016 vs. Q2 CY2017



PERFORMANCE MEASURE 8.4

Number of Traffic Violations While Driving a State Vehicle

Chart 8.4.2: Red Light Camera Tickets by TBU Q2 CY2016 vs. Q2 CY2017

